

ANNUAL REPORT

2024 - 2025

LIFTED ANNUAL REPORT

EMMA GERRARD

Chief Officer



This has been a year of further growth and consolidation of our core structure.

With thanks and appreciation to funding from The National Lottery, MCC and Smallwood Trust. We have been able to focus on the core of the Team and future plans to meet the needs of those Parents seeking support not only in Wythenshawe and across the City.

Lifted have continued to work closely within the South and the North locality Teams and centrally under the Carers Manchester umbrella.

We have maintained and built upon our key advice services as well as blending our groups, social and training activities for service users.

Please do enjoy reading more about the year mapped out in this document.

Thanks to all those who are part of our Lifted journey as we continue to grow and develop side by side Lifting each other as we go.

ROBBIE KELLY

Chair Trustee



It is my pleasure to announce the 2024 to 2025 annual report on behalf of the Trustee's

2024 saw the start of a new exciting phase for lifted. We were awarded funding by The national Lottery Commission enabling us to cover core costs for the next 3 years.

We continue to work closely with Manchester City Council, and with additional funding from them we were able to employ a new part time welfare benefit officer, as this service is in very high demand at the moment.

Our close relationship with smallwood continues, and we are able to help address gendered poverty with the community and wider area.

On behalf of the Trustees, I would like to thank the core team, volunteers, and service users for helping make lifted such a success.

CONTENT

- Lifted Annual Report for 2024-2025
- Letter from our Manager
- Welcome from our chair
- Content
- Gallery
- Our Vision
- Our Purpose
- Our Values
- General Information
- Lifted's Offer
- A look back at Lifted through the year
- Testimonials
- Lifted Partners
- Financial Review for the year 2024-2025
- The Trustees
- The future





GALLERY



VISION

The organisation is called “Lifted” because the aim is to ‘Elevate parent carers of children & adults with special learning needs and neurodiversity’. Ensuring all carers have access to support, advice, safe space to cultivate friendships, activities and primarily the opportunity to know that their voice has been heard.

- Offering 1-1 support, guidance & advocacy and assistance with completing forms.
- Hosting special calendar events, lunches, days out and weekly walking sessions.
- Providing access to Training and information sessions for carers

PURPOSE

Lifted are a user-led organisation we seek to display empathy, understanding and care for all those accessing our service. Lifted strives to make a positive difference and improve the health and well-being of those carers using the service.

Lifted principle visions are:

- To improve the quality of support and care that is given to carers within the Manchester community through the provision of high-quality one to one appointments and advice and guidance given.
- To amplify the voice of carers in Manchester by active involvement in research, evaluation and consultation. This is to include active involvement in the decision making process both locally and nationally.
- To increase support and opportunities for carers to meet and socialise with like minded people.
- To work with partners, using our collective expertise to support carers and to raise awareness and understanding of carers needs.

VALUES

Lifted’s work is underpinned by these core values:

- Lifteds services are high quality and are friendly and professional.
- Lifted are inclusive and accessible to all.
- Lifted collaborate to increase their impact.
- Committed to future development in the Wider Manchester Carer Community as well as our local Community in South Manchester

INFORMATION

Lifted have been supporting carers for more than 15 years primarily in South Manchester and increasingly across the City.

This year, is the third year Lifted have run independently.

Lifted offers a full open and transparent service to everybody.

We have an elected board of trustees that oversee all projects, funding and development of the Lifted team, vision and growth.

All Staff, Volunteer and Trustees are or have been a carer and have a strong and personal connection to the work that Lifted provides to those in the community.

For more than 15 years, Lifted have been delivering and providing high quality support and guidance to the carer's community. Lifted offer their services for free and easily accessed.

Lifted are proud of the ever growing network of partners and organisations that we work with and look forward to developing these even further each year.

We continue to work in the South and North locality teams contributing towards the wider Carer Offer across the City.



OFFER

We offer 1 – 1 support with complete form completion of DLA, PIP, Universal credit, Carers Allowance and other individual grants.

- Lifted will also support those who are appealing a review of the verdict.
- We offer advocate service and information and guidance. Lifted can attend meetings along with carers for additional support such as CAMHS, Child in Need and School meetings.
- We hold a weekly drop-in session and cooked lunch on a Monday for carer's to catch up with each other.
- We have a weekly walking group on a Wednesday primarily in Wythenshawe park but we also have walks across the City and surrounding areas.
- We held multiple events, trips and excursions over the year.
- Lifted have a strong core team who oversee all appointments and guidance on offer, along with our excellent volunteers who are dedicated, passionate and support us in maintaining our high-quality service. Our volunteers lead on many of our events and activities that take place over the year.

**413 Individual
Appointment**

This year, Lifted have supported over 413 individual families with appointments. During these appointments, the team offer advice and guidance and support with form completions.

6 Carers Parties

Over the year, Lifted has held 6 carers parties. All parties are open to carers and their families to come and celebrate as one big #LiftedFamily Halloween. Christmas, Valentine, Mother's day Easter and Summer

**Multiple Carers
Supported**

This year, Lifted have supported over 2,000+ carers, who have come to use our services, from attending our weekly drop in to book club and our carers parties. Many Carers use a blend of our services and return on a regular basis.

26

This year, Lifted have supported over **26** families with mandatory reconsiderations and appeals against PIP and DLA outcomes. We also supported with one educational health and care plan appeal. Our success rate for this year is 100%

Over the

Lifted have hired two new members of the core team this year.

Nina who is our North and South Locality Coordinator and Shekila our Benefits Welfare Advisor.

We would like to welcome them both to the #LiftedFamily

Nina has been a part of Lifted for several years as a network partner before joining us as a core member of the team. Nina has a warmth and joy that can be felt through everything she does.

Shekila has herself used Lifted services prior to her employment with the organisation. She has a passion and dedication to secure the best outcomes for Carers. This is cushioned with her empathy and understanding of her role.

Shekila is also bilingual and this extends our diverse reach and support across the City.

**2 Part time
Employees**

year at Lifted

Lifted host four weekly groups for our carers:

- Carers Drop-in - Monday - 11am – 1pm
- WOW Uplift Meal – Monday - 1pm – 2pm
- Women only book club – Monday - 4pm – 6pm
- Carers walking group – Wednesday - 11am – 1pm

4 Weekly Events

This year Lifted attended 10 outreach days.

Outreach days are arranged via the Local Offer or through direct contact with schools across Manchester.

D

Our volunteers support the core team with attendance at these events.

**10
Outreach days**

Carers Trip

Lifted were awarded funding from WCHG to support our carers who live within the local community with an overnight trip to Leeds/York.
Lifted took 12 carers away for the weekend.
RWe welcome you to read the blog “Looking back at December with Lifted” on our website for the full story:
www.liftedmcr.org.uk

MP Consultation

In July, Lifted were invited to take part in a night with MPs hosted by Caritas, Lifted could challenge MPs around SEND policies.

We continue to work with policy makers on a local and national level.

Lottery

**We did it! Lifted were successful in getting through stage two of the Lottery.
We have been able to secure funding for the next three years to deliver our core services across Manchester. This has been invaluable in order to maintain and consolidate our charity.**

Over the



year at Lifted



TESTIMONIALS



Lifted is a source of community, you have a laugh, build confidence. I love the walking group. Lifted have helped me get time for myself.

Lifted is a life saver for many carers as it's a place where I can go and have a chat , a laugh and listen to and try and help other carers with their worries . The staff are amazing . Xx

Lifted has been an integral part of the Wythenshawe Community for many years. I have been so proud to work get to know and work with this team and support their endeavours to attract funding and support. The services they provide to our families in Wythenshawe is outstanding. Without these services, care and compassion the world would be a much darker place for them. Huge congratulations on your success and funding - Senior Community Development Manager – Wythenshawe Community Housing Group

Lifted brought their carers and families to join us to celebrate Chinese New Year few years ago. As we gathered together, it added a layer of warmth and joyful experience, highlighting the importance of unity and support within our community. We are not only celebrated cultural traditions but also embraced the spirit of compassion and togetherness, enriching the memories we created together. From CEO -Wai Yin Society

I've been lucky enough to see firsthand the amazing work that Lifted does on our walk together. The group members I've spoken to feel so supported by Lifted and say that the walks are the highlight of their week. I'm so proud to have become part of the Lifted family and can't wait to catch up with you all again on more walks in the future

LIFTED PARTNERS

Lifted prides themselves on their strong and dedicated networking skills that the team have spent the past fifteen years building. Below is a quick summary of those that we work with;

The Dandelion Community - 9 years

Schools and Colleges including Specialists 15 years

Tone and Trim – 10 years

Women of Wythenshawe (WOW)- 4 years

Carers Manchester - Network of Carer groups across the City (8 years)

Foodbank - 6 years

Manchester City Council including Adult Social Care, Parent Inclusion and Early Help - 15 years

Voluntary Sector organisations City wide 15 years

For more information on how we work within these networking groups please see below -

Lifted work within multiple community Networks. These include the Dandelion Community Hub where we are based. This is a shared space and network of support agencies all based in one place. We have worked closely together in order to build up a network of support within the community where we can share referrals amongst multiple agencies all in one location providing a carousel of support.

Lifted have also been an integral partner in the strengthening and cohesive approach to supporting Carers across the City of Manchester. This has been through a sharing of resources and networks of support across the Carer population.



FINANCIAL REVIEW

During 2024/25

Lifted entered a three year partnership with the National Lottery, this partnership will provide our core team with security and substantiality for the next three years.

We are grateful to have been given the opportunity to work with the Smallwood Trust for a second year to work with them on their mission to tackle gendered poverty within Manchester.

Lifted would like to thank the Our Manchester team for the one year contract, allowing us the opportunity to support even more families access and understand the benefit system for unpaid carers.

Our walking group, would like to thank GM Walking for supporting their walking group twice over the last year. We look forward to working with you in the future.

We also extend a warm thanks to our partners in the South Locality, North Locality, The Dandelion Community and the Carers Manchester Team.

Our financial accounts can be access on the Charity Commission Website.

THE TRUSTEES



Robbie
CHAIR



Kurt
TREASURER



Anita
EVENTS



Christine
EVENTS



John S
HR



Sam
SECRETARY

THE FUTURE

- Provide opportunities for volunteers to develop new skills and change the shape of Lifted
- Continue to work with Manchester City Council with funding opportunities for the development of Lifted.
- Maintain and expand the core team with the employment of an additional member of staff and resources.
- Develop and expand partnership collaboration across the City.
- Secure long term funding for core services
- To open additional office space to increase accessibility for clients.

Thank you for reading and sharing our journey. We welcome your responses.

LIFTED

CN: 1184747

The Dandelion
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Wythenshawe
Manchester
M22 1AH

info@liftedmcr.org.uk
www.liftedmcr.org.uk

Profit and Loss

Lifted

For the year ended 31 March 2025

2025

Turnover

ASC Manchester	129.60
Donations	6,342.72
Gaddum	100.00
GM Salford	1,991.72
Lottery	77,240.00
North Locality	13,840.00
Our Manchester	15,000.00
Smallwood Trust	20,000.00
South Locality	25,000.00
Tone and Trim	2,189.12
WCHG	2,500.00
Women of Wythenshawe	14,900.00
WOW SEND	8,553.00
Total Turnover	187,786.16

Gross Profit	187,786.16
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Administrative Costs

Audit & Accountancy fees	612.00
Employers National Insurance	3,184.90
General Expenses	11,182.32
Insurance	157.00
IT Software and Consumables	1,307.32
Pensions Costs	1,941.45
Printing & Stationery	1,772.76
Rent	4,300.00
Salaries	97,123.61
Staff Training	5,845.60
Subscriptions	1,022.12
Telephone & Internet	859.23
Travel - National	1,862.03
Total Administrative Costs	131,170.34

Operating Profit	56,615.82
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Profit on Ordinary Activities Before Taxation	56,615.82
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Profit after Taxation	56,615.82
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Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LIFTED

On accounts for the year
ended

31st MARCH 2025

Charity no
(if any)

1184747

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

29-01-2026

Name:

Jayne Price

Relevant professional
qualification(s) or body
(if any):

Address:

Charter House, 63 Main Street, Frodsham WA6 7DF

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.